

## Community Leader Survey Results

### 71 Survey Responses

#### 1. What are your specific expectations from the Parks, Recreation, and Zoo Divisions?

##### **Parks - Frequent and Reoccurring Comments:**

- Provide sufficient park space, developing new space and equal distribution in the community (27%).
- Provide well maintained, open spaced/parks (27%).
- Safe Parks (11%).
- Parks need proper funding (6%).
- Need to partnership with schools to combine neighborhood parks and neighborhood schools and share information (4%).
- City beautification will increase economic development (4%).
- Provide funding to Flood Control District in order to allow parks to be updated sooner (3%).
- Parks be accountable for work and maintaining walking trails (3%).
- Parks, people trained to do proper maintenance of specialized gardens, i.e. Shinsen Garden (3%).
- Parks need to represent the neighborhood that it is in (3%).
- River Park needs continued support for Fresno and other entities (3%).
- Develop as many ponding basins into parks sites as possible.
- Develop partnerships to build parks.

##### **Recreation- Frequent and Reoccurring Comments:**

- Safe recreation free of drugs and gangs with a responsible recreation leader (14%).
- Provide family and adult recreation, enriching the quality of life in Fresno (14%).
- Provide a variety of recreation and cultural activities for people of Fresno (8%).
- Properly maintained recreational facilities with annual inspections (8%).
- Partner with other agencies and expand recreation and education activities, incorporate PAL (6%).
- Recreation needs educated and trained leaders (4%).
- Provide current recreation for today's users (3%).
- Recreation needs more lighted fields and facilities for night time use (3%).

##### **Zoo - Frequent and Reoccurring Comments:**

- Zoo needs more and updated exhibits to encourage attendance (8%).
- Zoo needs proper funding (4%).
- Well maintained Zoo with healthy animals (4%).
- Zoo needs more exhibits displaying animals native to this valley (3%).

##### **General - Frequent and Reoccurring Comments:**

- Parks, Recreation and the Zoo should serve all areas of community, demographically and demographically (7%).
- Parks, Recreation and the Zoo should use resources as efficiently as possible to maximize productivity (3%).
- Needs strong leader who is focused on self improvement for Fresno improving quality of life and employment possibilities (3%).

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**2. Based on your expectations, in what areas are the Parks, Recreation, and Zoo Divisions doing a good job of meeting these expectations?**

#### **Parks - Frequent and Reoccurring Comments:**

- Parks are clean and well maintained. (21%)
- Parks doing a lot with minimum funding. (17%)
- New park development, skate park, BMX park, and other parks. (6%)
- Parks are very helpful with rails to trails, community trails and Woodward trail specifically Primavera and Boxer. (4%)
- Employees are responsive to requests. (4%)
- Medians well maintained. (3%)
- Parks are safe. (3%)

#### **Recreation- Frequent and Reoccurring Comments:**

- Doing a good job providing recreation for youth, however, is underfunded. (11%)
- Good job with after-school programs. (3%)
- Does not know what Recreation is doing in the community. (3%)
- Good recreation programs. (3%)

#### **Zoo - Frequent and Reoccurring Comments:**

- Zoo is great, well run, well maintained. (10%)
- Doing a good job considering budget constraints. (7%)
- Zoo does a good job with special events, specifically events for Hispanic community, children, and seniors. (3%)
- Zoo is above average for a city this size. (3%)

#### **General - Frequent and Reoccurring Comments:**

- They're all doing a good job. (4%)
- Good use of joint use of planning with the Flood Control District. (3%)
- Could not think of anything Parks/Recreation and Zoo were doing meet to expectations. (3%)
- Lack of security at Woodward Park, cited Police Motorcycle Patrol.

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**3. In what areas are the Parks, Recreation, and Zoo Divisions not doing a good job of meeting these expectations?**

#### **Parks - Frequent and Reoccurring Comments:**

- Fresno needs additional parks, open space and beautification (15%).
- Parks and islands are not properly maintained, repairs needed (12%).
- Bathrooms need better maintenance, no weekend staffing (7%).
- Maintenance good, however Parks needs more funding (7%).
- Lack of proper supervision for employees, poor accountability (4%).
- Better care of trees (3%).
- Fresno and Downtown needs more beautification. This is costing Fresno economic development (3%).
- Need even distribution of parks, more parks are needed in low income areas (3%).
- Better care of trees (3%).

#### **Recreation - Frequent and Reoccurring Comments:**

- Lack of supervision for Recreation employees, no accountability. One observer noted four life guards laying around the pool while there were no children present at the pool (7%).
- Recreation leaders not enforcing rules or supervising behavior around the restrooms (6%).
- Additional park and after school programs are needed (4%).
- Recreation employees need training and skill improvement. Recreation employees and leaders are not qualified (4%).
- Parks and Recreation centers need to be more of a community focal point, more community involvement (3%).
- There is a lack of quality recreational programs, they have not stayed current (3%).
- Need more recreational staff, need to lower the child to recreational leader ratio (3%).

#### **Zoo - Frequent and Reoccurring Comments:**

- Zoo needs more funding, to remain at National standards, to maintain AZA certification. Zoo will run out of adequate funding in five years.

#### **General- Frequent and Reoccurring Comments:**

- Need to better market Parks and Recreation, do a better job at public relations (8%).
- Need to be more assertive in searching for funds, i.e. grants and endowments (4%).
- Police are not dealing with the bathroom problem at Roeding Park (3%).

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**4. What do you believe the Parks, Recreation, and Zoo Divisions could be doing better or differently in order to more completely meet your expectations?**

#### **Parks - Frequent and Reoccurring Comments:**

- Funding for more parks, increase park space, increase walking trails, increase BMX, skate and basketball courts (12%).
- Enhance supervision more accountability for park employees (7%).
- Increase partnership with schools for additional green space (4%).
- Park maintenance should be privatized to save money (4%).
- Keep parks clean, better maintenance of ball fields (3%).

#### **Recreation - Frequent and Reoccurring Comments:**

- Add recreational activities, sport leagues, public standings in the newspaper (14%).
- More recreational facility supervision enforcing rules and providing safe parks. Leaders should be required to call police when illegal or unruly behavior is observed (7%).
- Enhance supervision, more accountability for Recreation employees (4%).
- Need more experienced recreation leaders (3%).
- Would like to see more interaction between children and recreation leaders (3%).
- Recreation needs additional funding (3%).

#### **Zoo - Frequent and Reoccurring Comments:**

- Add more exhibits (3%).
- Zoo needs grant and/or bond money (3%).
- Zoo needs business management from outside of City government to develop a financial plan and a marketing plan (3%).

#### **General- Frequent and Reoccurring Comments:**

- Create additional collaborations to extend city dollars, example, Fish and Games, San Joaquin Conservation Group, schools (Clovis and Fresno), Tree Fresno, Fresno/Madera Flood Control District (FMFCD), FIRM and Khmer Society.
- Safety of parks, need to work with Police Department for safe parks, it is PD responsibility, including Roeding restrooms (7%).
- Need a marketing plan for Park, Recreation and the Zoo (7%).
- Parks, Recreation and Zoo need a better vision and mission (6%).
- Parks and Recreation director needs to be a professional with a background in Parks and Recreation (4%).
- Parks and Recreation needs a City Advisory Group, or Park commission to report to City Council (3%).
- City needs to recognize that Parks, Recreation and the Zoo is critical to the Cities economic development (3%).
- Need an assessment district for Parks (3%).
- Place developer requirements in general plan for more green space (3%).

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**5. Do you feel safe while going to the Zoo, and/or using Parks and Recreation facilities? Do all parks have adequate supervision and police protection?**

Yes (69%).

**Comments:**

- Of the 49 that responded yes, there was a total of 17 who qualified the responses in this area.
- Eleven stated they felt relatively safe or felt safe for the most part, some felt safe during the day and not as safe at night.
- One respondent mentioned that having a Community Service Officer on the park grounds helped make the park safe.
- Six of those who responded yes claimed they felt safe in the park with the exception of the Roeding Park restrooms.

No (25%).

**General Comments:**

- Parks in dangerous neighborhoods are not safe (6%)
- Feel safe but would like additional police patrol (4%).
- Personally feel safe but others they know do not feel safe.
- Parks should be patrolled by police not run by them.
- Wants to see police work with Recreation for park safety.
- Feel safe but want more police visibility.
- Feel safe but thinks there may be a perception of crime in the parks.
- People feel safe in the park but not while walking to and from the park in the neighborhoods.
- Eight years as a City Council Aid has never had a safety complaint regarding the parks.
- Parks and Recreation employees need to be more involved, the eyes and ears for the police, reporting problems.

**Problem Areas:**

- Parks in areas specifically mentioned as being dangerous:
- Login Park
- Parks in Southeast and Southwest Fresno
- Ivy Community Center
- Roeding Park bathrooms.

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**6. Currently Parks, Recreation, and the Zoo are combined under one Department. Do you believe this is effective and efficient? If not, what type of organizational structure do you believe would serve the public better?**

Yes (65%)

No (27%).

**Frequent and Reoccurring Comments:**

- Zoo should be independent possibility with public/private funding (24%).
- Police should not get involved with Parks and Recreation, it makes no sense (17%).
- Police and Recreation should collaborate for safer parks (10%).
- PAL should work with Recreation for safer recreation, recommends spreading current PAL staff out to other parks (3%).
- Park maintenance should be privatized (3%).
- Zoo should be regionalized (3%).

**Additional Comments:**

- Parks and Recreation just needs more funding.
- Memorial Auditorium should go to the Convention Center, this just makes sense.
- Each Community Center should have its own director to be able to do additional programming.